



TEXAS DEPARTMENT OF LICENSING & REGULATION
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JOB POSTING- UPDATED
Information Technology/ IT Services
IT Support Specialist
IT Support Specialist IV
\$53,508.00 - \$64,000.08 annually
\$ 4,459- \$5,333.34 monthly

Posting No: 0803-23

Opening Date: 08/16/23

Group: B20

Position: 393,413

Closing Date: UNTIL FILLED

Job Description

The Texas Department of Licensing and Regulation is looking for a talented, enthusiastic and customer focused individual to join the Information Technology Services team. The System Support (or Help Desk) specialist would be responsible for providing tier one technical support and assistance to end users at TDLR. The primary objective will be to ensure efficient and effective resolution of user inquiries and technical issues related to computer systems, software applications and hardware devices, the majority of which are received via an online help desk system. This specialist plays a crucial role in maintaining user satisfaction and productivity by delivering prompt and accurate support.

Essential Duties

- **User Support:** Respond promptly to user inquiries through various channels (help desk system, phone, email, chat) and provide technical assistance to resolve software, hardware, and network-related issues.
- **Troubleshooting:** Identify, analyze, and diagnose technical problems reported by users and apply appropriate solutions or escalate complex issues to higher-level support teams.
- **Incident Management:** Log and track user support requests using an online ticketing system, ensuring accurate and detailed documentation of all interactions, troubleshooting steps, and issue resolutions.
- **Software and Hardware Installation:** Coordinate and/or assist with the installation, configuration, and deployment of software applications, operating systems, and hardware devices (desktops, laptops, printers, etc.) This may require crouching or crawling under furniture or work surfaces.
- **User Training and Guidance:** Educate and guide end users on basic software functionality, system access, and best practices to enhance their understanding and improve self-help capabilities.
- **Knowledge Base:** Contribute to the development and maintenance of a comprehensive knowledge base by documenting common issues, troubleshooting techniques, and best practices for faster problem resolution.
- **Collaboration:** Collaborate with other IT teams, such as network administrators and system administrators, to resolve complex technical issues and contribute to overall IT infrastructure improvements.
- **User Account Management:** Create, modify, and disable user accounts, access permissions, and group memberships based on established procedures and security protocols.
- **Continuous Improvement:** Stay updated with emerging technologies and industry trends, and proactively suggest process improvements and innovative solutions to enhance the help desk support function.
- **Training:** Complies with division and/or agency training requirements.

- **Teamwork:** Demonstrates a spirit of teamwork, offering positive and constructive ideas, encouragement, and support to other members of the staff and team, while upholding the agency's core values.
- **Reporting:** Keeps management appropriately informed of ongoing activity and critical matters affecting the operation and well-being of the agency.
- **Compliance:** Adheres to all Texas Department of Licensing and Regulation personnel policies and performs related work as assigned.

Experience and Education

- Two (2) years' work experience as a Service Desk technician providing support or two (2) years' work experience in an IT help desk phone support role is required. Graduation from a standard senior high school or equivalent is required. Knowledge of IT support and remote troubleshooting and a background in the support of Microsoft products and mobile devices is also preferred. A two- or four-year degree from an accredited institution is preferred, with a major or minor in computer science or IT related area of study and may substitute for the experience requirement.
- Proven experience as a Help Desk Specialist or similar role, with an understanding of computer systems, software applications, and hardware devices.
- Familiarity with ticketing systems and remote desktop support tools.
- Certifications such as CompTIA A+, Microsoft Certified Professional (MCP), or similar credentials are preferred.
- Must possess a valid class C or above driver's license and proof of auto liability insurance.

Veterans, Reservists or Guardsmen with an MOS or additional duties that fall in the fields of 25B Information Technology Specialist, CT Cryptologic Technician, 0633 Network Transport technician, ET Electronics technician or other related fields pertaining to the minimum experience requirements may meet the minimum qualifications for this position and are highly encouraged to apply.

Additional Military Crosswalk information can be accessed at:

https://hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_InformationTechnology.pdf

Knowledge, Skills, and Abilities

- Proficiency on Microsoft Windows operating systems and common software applications (Microsoft 365 apps, web browsers, etc.)
- Basic understanding of networking equipment.
- Excellent problem-solving and analytical skills with the ability to diagnose and resolve technical issues efficiently.
- Strong customer service orientation and interpersonal skills to interact effectively with end users at all levels of technical understanding.
- Effective communication skills, both written and verbal, to convey technical concepts to non-technical users.
- Ability to prioritize tasks and manage time effectively in a fast-paced environment.
- Ability to lift and carry objects weighing up to 40 pounds.

Applications may be downloaded from TDLR's website <https://www.tdlr.texas.gov/employ.htm>.

E-mail or fax applications to: TDLR, Human Resources Office, Austin Texas 78711, Fax (512) 475-3377.

E-mail Human.Resources@tdlr.texas.gov. **Resumes will not be accepted in lieu of State Applications.**

Applications not completely filled out may be rejected. Only typed applications will be considered.

This job is not covered by the Fair Labor Standards Act (FLSA).

TDLR IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

TDLR participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each new employee's Form I-9 to confirm work authorization.

TDLR provides a total compensation package that enables us to attract, motivate, and retain highly skilled and talented employees, including a merit system, full use of salary ranges, performance awards, retention and recruitment bonuses.

In compliance with the Americans with Disabilities Act (ADA), TDLR will provide reasonable accommodation during the hiring and selection process for individuals with a disability. If you need assistance completing the application, contact TDLR Human Resources at 512-463-7184. If you are contacted for an interview and need accommodation to participate in the interview process, please notify the person scheduling the interview